

DECLARATION AND POWER OF ATTORNEY FOR U.S. PATENT APPLICATION
 Original Supplemental Substitute PCT Design
 As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor or an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled CUSTOMER CONTACT CHANNEL CHANGER, the specification of which was filed on September 25, 1995 as Application Serial No. _____.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, to the best of my ability, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Priority Claimed

Additional Applications identified on attached sheet
 I hereby claim the benefit under Title 35, United States Code § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

Additional Applications identified on attached sheet

POWER OF ATTORNEY: As named inventor, I hereby appoint, James D. Iokonis, Regn. No. 21178; Peter L. Beck, Regn. No. 21169; Nicholas H. Pyfe, Regn. No. 26134; Vance Marston, Regn. No. 26137; Hugh O'Gorman, Regn. No. 26140; Alan R. Campbell, Regn. No. 26129; A. David Morrow, Regn. No. 28816; Robert D. Gould, Regn. No. 27523; James McGraw, Regn. No. 28168; Thomas R. Kelly, Regn. No. 29244; John Bochnovic, Regn. No. 29229; Michael E. Wheeler, Regn. No. 29246; Joy D. Morrow, Regn. No. 30311; John K. Paxton, Regn. No. 32389; Donald F. Phenix, Regn. No. 32528 and Yukio Hirama, Regn. No. 32551; attorneys to prosecute this application and transact all business in the Patent and Trademark Office connected thereto:

Send Correspondence to:	Direct Telephone Calls to: (name and telephone number)
Burns, Doane, Svecker & Mathis P.O. Box 1404 Alexandria, Virginia 22313-1404 U.S.A.	

FULL NAME OF 1st INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	BATEMAN	THOMAS	HOWARD
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	SAINt JOHN	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	903 MOLLINS DR., SAINT JOHN, NEW BRUNSWICK, CANADA, E2M 4L7		
FULL NAME OF 2nd INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	KIERSTEAD	BRUCE	EDWARD
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	SAINt JOHN	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	9 WASSON CT., SAINT JOHN NEW BRUNSWICK, CANADA, E2K 2K6		
FULL NAME OF 3rd INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	NOBLE	WILLIAM	ALEXANDER (SANDY)
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	SAINt JOHN	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	516 CHAMPLAIN ST., SAINT JOHN NEW BRUNSWICK, CANADA, E2M 1S3		
FULL NAME OF 4th INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	CURRY	TIMOTHY	LEE
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	GONDOLA PT.	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	115 LANCELOT DR., GONDOLA PT. NEW BRUNSWICK, CANADA, E2E 1R8		

I further declare that all statements made herein of my own knowledge are true, and that all statements on information and belief are believed to be true; and further that these statements were made with the knowledge that wilful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such wilful false statements may jeopardize the validity of the application or any patent issuing thereon.

1st Inventor T. H. Bateman
(Thomas Howard Bateman) Date Nov 6, 1995

2nd Inventor B. E. Kierstead
(Bruce Edward Kierstead) Date Nov. 6, 1995

3rd Inventor W. A. Noble
(William Alexander (Sandy) Noble) Date Nov 6, 1995

4th Inventor T. L. Curry
(Timothy Lee Curry) Date Nov 6, 1995

FULL NAME OF 5th INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	LOCKETT	JOHN	ALAN
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	SAINT JOHN	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	102 ISLANDVIEW DR., SAINT JOHN NEW BRUNSWICK, CANADA, E2M3Z8		
FULL NAME OF 6th INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	MERSEREAU	LAURIE	EDWARD
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	WESTFIELD	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	22 LECROIX DR., WESTFIELD NEW BRUNSWICK, CANADA, E0G 3J0		
FULL NAME OF 7th INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
	OUELLETTE	ROBERT	JAMES
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
	SAINT JOHN	NEW BRUNSWICK CANADA	CANADA
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE
	132 JOSSELYN RD., SAINT JOHN NEW BRUNSWICK, CANADA, E2J 3B5		
FULL NAME OF 8th INVENTOR	FAMILY NAME	FIRST GIVEN NAME	SECOND GIVEN NAME
RESIDENCE & CITIZENSHIP	CITY	STATE OR COUNTRY	COUNTRY OF CITIZENSHIP
POST OFFICE ADDRESS	ADDRESS	CITY	STATE OR COUNTRY ZIP CODE

I further declare that all statements made herein of my own knowledge are true, and that all statements on information and belief are believed to be true; and further that these statements were made with the knowledge that wilful false statements and the like are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such wilful false statements may jeopardize the validity of the application or any patent issuing thereon.

5th Inventor John Lockett
(John Alan Lockett) Date Nov 7 /95

6th Inventor Laurie Mersereau
(Laurie Edward Mersereau) Date Nov. 7 /95

7th Inventor Bob Ouellette
(Robert James Ouellette) Date NOV. 6 /95

8th Inventor _____ Date _____

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

INVENTOR (S): Thomas Howard Bateman, Bruce Edward Kierstead,
William Alexander (Sandy) Noble, Timothy Lee Curry,
John Alan Lockett, Laurie Edward Mersereau and
Robert James Ouellette

SERIAL NO.: 08/532,537

FILED: September 25, 1995

TITLE: THE CUSTOMER CONTACT CHANNEL CHANGER

ASSOCIATE POWER OF ATTORNEY

Honourable Commissioner of Patents and Trademarks,
Washington, D. C. 20231.

Sir:

Please recognize William L. Mathis, Regn. No. 17,337; James A. LaBarre, Regn. No. 28,632; Anthony W. Shaw, Regn. No. 30,104; Patrick C. Keane, Regn. No. 32,858; Michael G. Savage, Regn. No. 32,596; Steven M. duBois, Regn. No. 35,023 who together constitute the firm of Burns, Doane, Swecker & Mathis, jointly and severally, as Associate Attorneys in the above-identified application, with the usual powers.

Please direct all official correspondence to Burns, Doane, Swecker & Mathis, P.O. Box 1404, Alexandria, Virginia 22313-1404, United States of America.

Respectfully

Vance Marston

Vance Marston
Regn. No. 26137

Ottawa, Canada

Dated: November 17, 1995.